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PATENT  
Attorney Docket No.: 015517-001830US

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

On March 8, 2004

TOWNSEND and TOWNSEND and CREW LLP

By: Tyler B

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

Charles F. Short et al.

Application No.: 09/981,686

Filed: October 17, 2001

For: DATABASE METHOD AND  
SYSTEM FOR CONDUCTING  
INTEGRATED DISPATCHING

Customer No.: 20350

Confirmation No. 8421

Examiner: Frantz Coby

Technology Center/Art Unit: 2171 Technology Center 2100

AMENDMENT

**RECEIVED**

MAR 12 2004

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Office Action mailed November 6, 2003, please enter the following amendments and remarks:

**Amendments to the Specification** begin on page 2 of this paper.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 3 of this paper.

**Remarks/Arguments** begin on page 8 of this paper.

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